

Dear FCC decision makers,

VRS has served to fill an important communication means that has allowed those who are most comfortable conversing in sign language rather than typed-text or voice/VCO mode to communicate over the telephone most successfully.

This year, I have begun to receive business calls in new dimensions never previously part of my business day. While speaking to other deaf professionals that are most comfortable using ASL, I conversed with them in real time with VRS as their support communications protocol and CapTel as mine. Each business professional on the call was able to use the communication mode that allowed them to conduct telecommunication connections that were the most functionally equivalent and efficient available. Calls via VRS/voice/CapTel are opening up new ways for professionals and individuals who were previously less time efficient and fluid in expression to truly excel.

It is critical that in order for functionally equivalent access to prevail and be realized to its fullest potential based on technology now available, proper funding needs to be allocated to fund the new systems properly without undercutting them. Without proper funding, the efficiency, effectiveness and innovation these new technologies bring to the relay offerings will not be fully realized. The technological solutions will be delayed in their advancement and the public will suffer consequences for delay in improvement and innovative solutions that bring us all closer to functionally equivalent telecommunications access.

Perhaps, if more care could be taken to spend less money on scam calls on the IP relay, there would be plenty of funding for the REAL consumer who needs these innovative solutions to bring us beyond "yesterday's technologies" to today's remedies.

Sincerely,

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